

# Chapter Seven

## Food Instrument Issuance and Accountability

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### Overview

#### Policy

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The Arizona WIC Program will operate a retail purchase food delivery system for all categories of participants. The State agency is responsible for the financial management of, and accountability for, the food delivery system under its jurisdiction.

The State agency will design a uniform food delivery system and food instruments to be used by the local agencies within its jurisdiction. The State agency will ensure that the program's supplemental foods are accessible to low-income individuals free of charge. All contracts entered into by the State or local agencies for the management or operation of the food delivery system will conform with federal and state regulations.

The Arizona WIC Program uses Arizona In Motion (AIM) automation system to print food instruments at local agency WIC clinics, and produce reports related to certification and food delivery.

The Arizona WIC Program Policy and Procedure Manual shall be the authority which governs the operation of the Arizona WIC Program and those local agencies under its jurisdiction. A user's manual provides additional instructions for food instrument production, use and handling.

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### In this Chapter

This chapter is divided into seven (7) sections which detail food instrument types, food instrument issuance, food instrument security and accountability, mailing of food instruments, AIM automation manuals, WIC participant reporting cards and the WIC disaster plan.

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#### Section A

#### Uniform Food Instruments

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The food instruments issued to participants will provide the following information:

##### Front of Food Instrument

- Local agency and clinic code;
- Participant's identification number
- Participant's name;
- Food instrument type code number;
- Sequential serial number;
- First date to use, date of use and last date to use;
- Food authorized for purchase (quantity and brands);
- Maximum value of food instrument;
- Vendor identification.
- Participant, proxy or authorized representative's signature in store;

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#### Front of food Instrument

- Use statements will be as follows:
  - Need help? Mon. - Fri. 8AM - 5PM, Call 1-800-2525-WIC.
  - Misuse of drafts subject to State or Federal prosecution. Void if altered;
  - \$ correction only;
  - Cashier initials;
  - Tax exempt sale not to exceed \$200.00;
  - Pay to the order of;
  - Not payable without Vendor ID stamp;
  - Participant: do not sign until time of purchase;
  - Cashier: do not accept if already signed. Must match signature on ID Folder.

#### Back of food instrument/ endorsement information

- For deposit only by an authorized Arizona WIC Vendor in payment for the foods purchased on the front of this document.
- Vendor must deposit within 60 calendar days from first date to use
- Do not write, stamp or endorse below this line. \*

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#### Section A1

#### One Signature Food Instrument

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##### Automated food instruments

The AIM automation system produces a one signature food instrument for local agency use:

The AIM automated one signature food instruments are computer generated and contain all participant and food package information.

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**Special note:**

The banking contractor produces a second food instrument type for use by the State agency. These food instruments are used to replace rejected food instruments submitted by Vendors for second level review.

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### Section B

#### Food Instrument Issuance

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##### Policy

The State agency will establish uniform procedures for food instrument issuance. The procedures will be detailed in the food instrument processing section of the AIM User's Manual.

Local agencies will establish clinic schedules. Food instruments will be issued to participants/authorized representatives during scheduled clinic hours. (Refer to the Arizona WIC Program Referral List for hours of clinic operation).

When issuing food instruments, the local agency will follow the separation of duties procedures. (Refer to Separation of Duties, Section C5, page 22 in this Chapter.)

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##### Procedures

Except when assigned to bimonthly or tri-monthly issuance (issuing food instruments for two (2) or three (3) consecutive months), on their assigned pick up day participants/authorized representatives will be issued one (1) set of food instruments.

At each clinic visit local agency staff will document in the client's AIM automated record, the code number of the food package issued, and whether it is a single, bi-monthly or tri-monthly issuance.

Participants/authorized representatives will sign (in ink), at the clinic, the following:

- WIC ID folder/transfer card, at certification or re-certification, as applicable; and
  - The food instrument signature page to acknowledge receipt of the food instrument(s). The signed signature page will be placed in the centralized file as established by the local agency.
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### Procedures, continued

#### Exception

If the participant, authorized representative or proxy is unable to write her/his name:

- At the local agency - the person will make her/his "X" mark, on the WIC ID folder/transfer card, or the Proxy Certification form and the food instrument signature page as applicable.
- The local agency staff member will verify the individual's mark by writing "for (participant's name) by (local agency staff member's name)" and signing her/his own name; and
- The local agency staff member will instruct the individual to repeat the above procedure at the store.
- At the store – The person will make her/his "X" mark in the signature box of the food instrument after the amount of the purchase has been entered. The cashier will verify the individual's mark by writing "for (participant's name) by (cashier's name)" and signing her/his own name using the same procedure as the local agency.

#### Special Note:

If a WIC participant/authorized representative or proxy is blind, the "X" signature process will be used.

#### Example

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM NEED HELP? Call: 1-800-352-7463, TDD: 1-800-352-7464, FAX: 602-968-1111			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 6227690		JG-5248 Please Print Name: 919 AN AFFILIATE OF SECURITY STATE BANK KIMBERLY LANE, AN 00548 ADCTA 800078	
08	59	0859000275	PARTICIPANT NAME: Kelly, Kim		DRAFT TYPE: 001715AA		AZ WIC USE ONLY	
18	OZ	(UP TO 18 OZ) PEANUT BUTTER					FIRST DATE TO USE: 07/13/2002	
		OR					DATE OF USE:	
1	LB	DRIED BEANS/PEAS/LENTILS					LAST DATE TO USE: 06/19/2002	
3	CAN	(12 OZ FROZEN) WIC APPROVED 100% JUICE					PAY TO THE ORDER OF:	
		OR						
3	CAN	(46 OZ) WIC APPROVED 100% JUICE						
3	GAL	WHOLE MILK						
1	LB	(UP TO 16 OZ) WIC APPROVED CHEESE						
1	DOZ	FRESH EGGS						
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE						SIGNATURE AT STORE		
						X for Kim Kelly by Lisa James		
						CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.		

#### SAMPLE "X" SIGNATURE

Note: Failure to follow these procedures exactly will result in the Vendor not being paid for the foods on that specific food instrument.

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#### Section B1

#### Early Issuance

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##### Policy

To accommodate appointment scheduling, food instruments may be issued early. Participants may be issued two (2) or three (3) sets of food instruments during one clinic visit. Under certain conditions, food instruments can be mailed (see Mailing of Food Instruments in this chapter).

Participants may not redeem any food instruments before the first date to use. Each food package is designed to supplement the nutritional needs of the participant for a 30-day period. When food instruments are cashed early, the participant may not receive an even distribution of the prescribed nutrition benefits.

Bi-monthly or tri-monthly issuance allows the local agency to increase its caseload while increasing the amount of time that the staff has with each individual participant. Bi-monthly or tri-monthly issuance diminishes barrier of service by allowing the client to come into the clinic less often, yet still receive quality care.

Local agencies must have a written policy (approved by the State agency) that addresses the use of bi-monthly or tri-monthly issuance with high-risk clients. Bi-monthly or tri-monthly issuance may be allowed for high-risk participants at the discretion of the local agency Nutritionist. The decision to use bi-monthly or tri-monthly issuance should be based on review and dietary assessment of the individual and development of the high-risk care plan that addresses the nutritional need of the participant. Exception to monthly issuance is as follows and can be used at the discretion of the local agency and documented in the AIM automation system.

- Current participation in a comprehensive perinatal or special needs service program;
- Serious medical condition that necessitates bed rest, limited mobility; and
- Approval recommended by the agency's RD.

Note: The Vendor will not be paid if the food instrument is cashed before the first date to use.

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#### Procedures

Participants/authorized representatives who are issued bi-monthly or tri-monthly food instruments may have a "Do Not Use These Check Until..." form filled out and filed in the centralized file established by the local agency. If used, WIC staff will:

- Have the participant/authorized representative sign and date the form. If food instruments are to be mailed, the WIC staff must document the date and who discussed the form with the participant/authorized representative.
  - File the completed form in the clinic's centralized file.
  - Instruct the participant/authorized representative not to cash food instruments until on or after the 'first date to use' printed on the food instrument.
  - Place any food instruments, which are issued early in the yellow envelope, provided by the State agency for that purpose. The first date to use should be noted on the envelope and the envelope should be sealed.
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#### Section B2

#### Food Instrument Pick Up/Redemption

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**Policy**

Participants in the Arizona WIC Program are responsible for following program policies and procedures.

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**Procedures  
Training**

When issuing food instruments to participants, local agency staff will:

Provide training to participants/authorized representatives on program requirements to prevent program errors or abuse and to improve services;

- During the first visit of each certification period; and
  - When a violation of any program requirement is committed; and
  - As needed.
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**Documentation**

Document in the participant's AIM automated record:

- All training/education provided on program requirements and regulations;
  - Any violations committed by the participant/authorized representative;
  - All action taken.
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### **Inform participant**

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Participant/authorized representative training must include, at a minimum:

- An explanation of why the participant is qualified by income and nutritional risk;
- An explanation of the food package and how these foods can improve their health status;
- Instructions on using food instruments;
- An explanation of what will happen at the store;
- An explanation of the ID folder/transfer card;
- An explanation about suspensions for program error and /or abuse;
- An explanation of participant rights; and
- An explanation of the Arizona WIC Program Participant Reporting Card. At least two (2) should be provided at the beginning of each certification period.

The participant should also be provided with:

- A list of Vendors within their geographic area;
- A copy of the Arizona WIC Programs Food List;
- And an infant formula flyer, if appropriate.

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#### **Keep appointments**

Participants/authorized representatives will:

Keep scheduled appointments or notify local agency staff if unable to do so.

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#### **Use food instruments correctly**

Use food instruments only at Arizona WIC authorized Vendors;

Use food instruments within the period they are valid;

Purchase only those foods in the quantity (and brands) specified on the food instrument;

Follow food instrument redemption procedures;

Separate the WIC foods, by each food instrument used, from other items purchased;

Allow the cashier to fill in the cost of the purchased WIC foods (as specified on the food instrument); and

Sign the food instrument after the cashier fills in the date of use and the cost of the WIC foods.

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#### **Review receipts**

Review receipts from WIC purchases to ensure that appropriate items were charged and no sales tax is included in total purchase price.

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#### **Report problems**

Report problems (see the Arizona WIC Program Participant Reporting Card procedures in this chapter). If necessary, the participant/authorized representative should ask for further explanation about program foods and requirements.

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#### Section B3

#### Missed Appointments and Food Package Proration (Late Pick Up)

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##### Policy

In order to serve the maximum number of eligible individuals, the Arizona WIC Program will serve participants who miss scheduled appointments.

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##### Procedure

If a participant/authorized representative cannot keep the original appointment, the local agency will make available another appointment within seven (7) calendar days of the request for a new appointment. A participant/authorized representative will receive the entire food package as long as the food instruments are within valid "use" dates. There will not be a proration of the food package.

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### Section B4 Proxies

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#### Policy

Participants/authorized representatives are encouraged to keep their appointments personally.

The Arizona WIC Program recognizes that the above is not always possible and will allow participants/authorized representatives to designate a proxy to pick up their food instruments.

A Proxy:

- Must be at least 18 years old;
- Must bring in the participant's/authorized representative's Arizona WIC Program ID Folder/Transfer Card;
- Must accept training on program requirements, be given an explanation of their responsibilities and how to use the food instruments to purchase authorized WIC foods only;
- Must receive nutrition education for participants and ensure the education benefits the participant directly; and
- May do the shopping for the WIC participant or pick up and give the food instruments to the participant/authorized representative to use.

#### Procedures

Participant/authorized representatives may authorize a proxy at certification or anytime during their certification period. Proxies may only pick up one (1) set of food instruments on behalf of the participant/authorized representative.

- At Certification: Local agency staff will ask the participant/authorized representative if they would like to identify a person(s) (up to two) to serve as a proxy at anytime during their certification period. Staff will explain the role of a proxy to the participant/authorized representative. Proxies identified by the participant/authorized representative at certification will not need to bring in a note to the clinic at the time of their visit.

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### Procedures, Continued

Anytime other than Certification: The proxy must bring a signed note from the participant/authorized representative to the clinic. The note should state that the proxy has permission to obtain the food instruments. Local agency staff will verify the signature on the note matches the participant's/authorized representative's signature on the Arizona WIC Program ID Folder/Transfer Card.

In either situation, the person(s) will be assigned as a proxy in the Family Information screen of the participant's AIM automated record. Local agency staff will:

- Add the person or persons' name(s) in the proxy section;
- Add the proxy code and the date that the proxy is assigned in the communication screen; and
- Document any comments, relevant to the proxy assignment and/or issuance in the comments section.

When food instruments are issued to a proxy, the local agency staff will:

- Provide the proxy with the same training required for participants/authorized representatives on the program requirements, excluding the reason why the participant is qualified by income and nutritional risk;
  - Print the Proxy Certification Form (PCF) and have the proxy sign the form;
  - Make a copy of PCF and give the original to the proxy;
  - Place a copy of the PCF (and if applicable) the authorization note in the local agency's centralized file; and
  - Have the proxy sign the food instrument signature page (receipt page).
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#### Section C

#### Accountability for Food Instruments

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##### **Food Instrument security**

Each local agency will write food instrument security procedures as part of their Policy and Procedure Manual. The procedures must state clearly who is responsible for food instrument security from the time the local agency receives their food instrument supply shipment until the food instruments are issued to the participant/authorized representative.

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##### **Management evaluation**

A management evaluation of each local agency, which includes an assessment of the food delivery system, is conducted at least biennially. The evaluation will ensure that food instrument issuance and security procedures are being followed, and detect local agency staff fraud.

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### Section C1

#### Food Instrument Security

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##### **Automation contractor's responsibilities**

The automation contractor will generate and distribute consignment numbers to the local agencies.

##### **State Agency responsibilities**

The State agency will keep an inventory of AIM food instrument stock paper and toner cartridges.

The State agency will send orders to a central location (usually the location designated as Headquarters) in each local agency or individual clinics, if requested by the agency. When orders are sent to a central location, clinics should receive their orders from their headquarters.

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##### **Local Agency responsibilities**

Local agency management is responsible for distributing AIM supplies and maintaining an accurate inventory of these items.

Assigned staff will receive the AIM supplies and complete the State agency Shipment Report. Staff must review the contents received to verify that the items have been received in good condition.

Staff will sign and date the verification and receipt of paper and/or toner cartridges and file the completed State agency Shipment Report according to the local agency's protocol. Any discrepancies must be reported immediately to a supervisor and noted on the form. The supervisor will call the State agency to resolve any discrepancies.

AIM supplies that are sent to the local agency headquarters will be added to the master inventory list and then stored in a locked area until they are transferred to a clinic.

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##### **Transferring AIM Supplies within local agencies**

Headquarters or the individual clinic will order food instrument stock paper from the State agency and verify receipt of those items in the clinic's files.

Each clinic will identify staff authorized to receive food instrument stock paper.

All supplies will be added to the master inventory for the clinic and stored in a locked area until used.

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#### **Local Agency Security**

Each clinic will ensure that the food instrument stock paper and supplies are kept in a locked storage area during lunch, breaks and when the staff leave for the night.

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#### **Inventory log**

Required documentation in the inventory log will include the following:

- Date received from the State agency;
  - Contents of package verified;
  - Date food instrument stock paper was distributed to the local agency clinic, if received by the headquarters office;
  - Signature/initials of staff member who distributed/sent the food instrument stock paper to the clinic.
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## Chapter Seven

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#### Section C2

#### Questionable Food Instrument Issuance

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<b>Policy</b>	The State agency will ensure that all cashed food instruments are validly issued.
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<b>Procedures</b>	<p>Before any food instruments are printed, the participant must be certified and in a current certification period. No manual food instruments are issued to participants.</p> <p>Food instruments will be reconciled monthly against the AIM automated Food Instrument Issuance Report.</p> <p>The AIM automation system will match all cashed food instruments to the Issuance Record. In the event that the system cannot identify a match, a report will be generated that will list all food instruments cashed, but not issued. The State agency will review and research the information identified on this report monthly and will work with the local agency staff to assure that a valid issuance record exists for each food instrument.</p>
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## Chapter Seven

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#### Section C3

#### Reconciliation and Auditing

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##### **AIM automation system capabilities**

The AIM automated system will accurately document the disposition of all food instruments as issued, voided, redeemed or not cashed within 150 calendar days from the first date to use that is printed on the food instrument.

In addition, all food instruments issued will be identified as lost, stolen or expired and show the last date to use.

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**Note:** The AIM automation system is designed to prevent food instruments from being issued to individuals outside of a valid certification. Thus, invalid issuance should not occur.

Each local agency clinic is assigned food instrument serial numbers that are unique to that clinic and are automatically assigned to each food instrument that is printed, in an effort to prevent duplication of food instruments.

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## Chapter Seven

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#### Section C4

#### Reconciliation and Auditing

#### Voided Food Instruments

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<b>Voided food instruments</b>	Food instruments which cannot be issued are to be voided and shredded after the supervisor reconciles issuance.
<b>Policy</b>	Food instruments which are returned due to a change of food package, returned unused, invalid due to system errors, or cannot be issued, etc., are to be voided and filed for inventory by the site supervisor.
<b>Procedure</b>	Void should be written across the whole face of the food instrument to ensure that it cannot be improperly redeemed. Once the food instrument serial number(s) are recorded as “voided” in the AIM automated system, the site supervisor will reconcile the voided instrument(s) to the Food Instrument Issuance Report at a minimum of once a week. After the reconciliation is completed, the site supervisor will sign and date the report. The signed report will be maintained on file for review during Management Evaluations. The voided food instruments can then be destroyed. (Shredding is acceptable.)

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## Chapter Seven

### Food Instrument Issuance and Accountability

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#### Section C5

#### Monitoring of Food Instruments

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##### Policy

Food instrument security is a critical component of the Arizona WIC Program. Food instruments are negotiable instruments and must be handled with the same care given to cash. Access to food instrument stock paper must be restricted and should be stored in a locked location when not in use.

An accurate inventory must be maintained at all times. Perpetual and periodic physical inventories should be conducted monthly.

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##### Food Instrument security protocol

Each local agency will develop a food instrument handling protocol, with appropriate inventory forms and records. The protocol must include a set of instructions for staff to follow in order to maintain food instrument security.

The protocol must clearly identify who is responsible for the security of food instruments, from the time food instrument stock is received, until they are issued. The protocol also dictates how the issuance information is reviewed and stored.

Each local agency will ensure that the staff members who are responsible for issuing/voiding food instruments do not conduct the inventory by themselves.

The protocol will be incorporated into the local agency's Policy and Procedure Manual.

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##### Separation of Duties

Local agencies will separate staff activities (duties) pertaining to the following area of responsibilities.

- Participant certification and food instrument issuance
  - Food instrument stock control
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#### Procedure

Local agencies will designate one staff member to certify participants and another staff member to issue food instruments.

Example: The CNW position would determine the participant's eligibility and prescribe food packages. The clerk position would issue the food instrument.

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#### Procedures

Local agencies will designate one staff member to receive and inventory the food instrument stock and another staff member to maintain the perpetual inventory of the food instrument stock.

Example: One staff member would receive food instrument stock shipments and perform the physical inventory of the food instrument stock. A different staff member would keep the perpetual inventory log.

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#### Exception

In small or satellite clinics where only one person is staffing a clinic, separation of duties may not be possible. In this instance, local agencies will establish quality assurance standards and a regular monitoring system and submit them to the State agency for approval.

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## Chapter Seven

### Food Instrument Issuance and Accountability

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#### Section C6

#### Lost/Stolen Food Instruments

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##### Policy

Food instruments are to be treated the same as cash and will not be replaced when lost, stolen or destroyed. However, local agencies have the option of writing procedures for replacing food instruments that were reported as lost or stolen and then recovered during the issue month.

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##### Exception

Food instruments lost in the mail can be replaced. Local agencies will write procedures for replacing food instruments sent by certified mail that were later reported and verified to be lost in the mail.

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##### Procedures for participant loss of food instruments

Participants/authorized representatives should immediately report the loss or theft of food instruments to the local agency.

Participant/authorized representatives must be advised that they cannot redeem food instruments that have been reported lost or stolen. If they do, they may be suspended. (Refer to “Participant Disqualification”). The local agency staff will advise the participant/authorized representative to notify the clinic if the food instruments are found.

The local agency should immediately report the loss/theft to the Arizona WIC Program by faxing the Lost/Stolen Food Instrument Report form to (602) 542-1890. (See the Arizona WIC Program Lost/Stolen Food Instrument Report form in the appendix). The following information must be provided:

- Whether the food instrument was lost or stolen (If lost, were they lost in the mail?)
  - Date reported to the local agency;
  - Food instrument serial number(s);
  - Participant's name and identification number;
  - Food instrument type(s);
  - Action taken; and
  - Other relevant information.
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The loss or theft of food instruments will be documented in the participant's AIM automation record in the notes box on the family information screen.

Food instruments that have been reported by the participant/authorized representative will not be voided as lost/stolen in the AIM automation system by the local agency.

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#### **Procedures for local agency loss of stock paper or food instruments**

Local agencies that lose stock paper, food instruments or have these items stolen will:

- Report the theft to the police; and
- Report the loss/theft to the Arizona WIC Program by memorandum. All losses or thefts will be documented with a memorandum containing the following information:
  1. Whether the food instruments were lost or stolen;
  2. Date noted by the local agency
  3. Food instrument serial number(s);
  4. Food instrument type(s);
  5. Other relevant information.

Note: The memorandum will be the official record of the loss/theft. If the lost/theft is reported by fax, the fax will be considered the official record.

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#### **Redemption of lost/ stolen food instrument**

If it is established that the participant/authorized representative actually redeemed the food instrument(s) reported lost/stolen, the participant/authorized representative should be counseled/disqualified. (Refer to "Participant disqualification").

If the food instruments reported lost/stolen are redeemed by someone other than the participant/authorized representative, the local agency should report the information to the State agency for follow-up action.

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#### Section D

#### Mailing of Food Instruments

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##### Policy

The local agency may approve the mailing of food instruments when participants/authorized representatives are encountering extreme difficulties in personally obtaining food instruments.

The local agency should maintain adequate documentation/inventory of all food instruments issued by certified mail and develop procedures for replacement of food instruments lost or stolen when sent by mail.

To ensure nutrition education and certification contacts, not more than three (3) sets of food instruments (one (1) set per mailing) will be mailed to a participant within six (6) months. Early Issuance procedures detailed earlier in this chapter should be followed.

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##### Procedures

When the local agency approves the mailing of food instruments, staff will:

- Document the reason for mailing the food instruments in the participant's AIM automation record.
  - Acceptable reasons include:
    1. Employment
    2. Illness
    3. Imminent childbirth
    4. Inclement weather conditions
    5. Lack of transportation
    6. Physical disability preventing travel
    7. Temporary power outages and other computer related problems in the clinic.
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#### Procedures, continued

- Inform eligible WIC participants/authorized representatives that food instruments should be picked up at the local agency clinic, if at all possible. This is an effort to coordinate food delivery with nutrition education and other health services.
- Notify the client that only three (3) sets of food instruments (one (1) set per mailing) can be mailed to them within a six (6) month period.
- Follow the Early Issuance procedures under the Food Instrument Issuance section of this chapter.
- Follow the mailing procedures in this section.
- Document in participant's AIM automated records the food instrument serial numbers, certified mail number, and the date the food instruments were mailed.
- Document on the food instrument receipt that the food instruments were mailed. Include the date mailed and the initials of the person that mailed them.
- File the "certified return receipt" in the local agency centralized file when received.
- Develop procedures for replacing food instruments reported as not being received and not reported lost which includes how many times replacements will be made. Document the reason certified mail was returned and ensure reason was not caused by participant/authorized representative's negligence (i.e., did not claim certified mail that was mailed to the correct address).

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### Mailing procedure

Local agency staff will:

- Mail food instruments as follows:
  1. Via Certified mail;
  2. Restrict delivery to person(s) authorized to receive the food instruments;
  3. Return receipt requested;
  4. Place in an envelope which prevents the identification of the food instruments and is sturdy enough to hold multiple food instruments;
  5. Stamp clearly, "DO NOT FORWARD—RETURN TO SENDER" on the front of the envelope.
  6. The return address will NOT identify the local agency or clinic as the sender.
- Ensure security procedures for mailing food instruments, including:
  1. Envelope preparation procedures (i.e., a two party system where one staff member prepares envelopes and another reviews them prior to sealing and mailing).
  2. Assign staff member(s) who will have access to the food instruments during the process.
  3. Transfer to postal authority which includes the following:
    - (a) Assign staff member(s) who will be responsible.
    - (b) Identify how the food instruments will be carried (i.e., mixed in with other mail).
    - (c) Identify how the food instruments will be transported.

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#### Mailing procedure, continued

4. Maintain an accurate inventory of all food instruments mailed certified documenting the following:
  - (a) Sequential food instrument serial numbers mailed;
  - (b) Date food instruments were mailed;
  - (c) Certified number assigned;
  - (d) Participant and clinic name;
  - (e) Name of staff member who logged in certified mail food instrument information;
  - (f) Date "certified return receipt" (green card) was received and name of staff member who logged it in and date;
  - (g) Follow-up conducted on "certified return receipts" (green cards) not received;
  - (h) Date and name of staff member who conducted the follow-up;
  - (i) Disposition of food instruments—was "certified return receipt" (green card) located; certified mail was returned as undeliverable or food instruments were reported lost to State office;
  - (j) Date and name of staff member who ensured the food instruments were located, correctly voided or reported as lost, and correctly documented on the food instrument signature page(s) and in the participant's record(s).

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*Continued on next page*

## Chapter Seven

### Food Instrument Issuance and Accountability

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#### Mailing procedure, continued

5. Receipt of undeliverable mail which includes:
  - (a) Use of a separate Post Office box as the return address for food instruments.
  - (b) Access to Post Office box limited to assigned personnel.
  - (c) Maintenance of accurate records of returned food instruments which documents:
    - (1) Date food instruments were picked up from Post Office box;
    - (2) Certified number;
    - (3) Participant and clinic name;
    - (4) Who picked up food instruments;
    - (5) Date certified envelope was opened.
    - (6) Who opened envelope;
    - (7) Participant ID number (if applicable);
    - (8) Sequential food instrument serial numbers of all food instruments in envelope;
    - (9) Disposition of food instruments - returned to inventory or voided;
    - (10) Date of disposition;
    - (11) Who conducted disposition
  - (d) The disposition of returned certified mail food instruments will be conducted immediately. However, when impossible to do so, food instruments are to be stored in a locked storage area.

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*Continued on next page*

## Chapter Seven

### Food Instrument Issuance and Accountability

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#### Mailing procedure, continued

- The local agency WIC Director will conduct periodic checks of mailed food instrument security procedures to monitor compliance with the local agency protocol.
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## Chapter Seven

### Food Instrument Issuance and Accountability

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#### Section E

#### Participant Reporting Card

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##### Policy

The State agency will receive Arizona WIC Program Participant Reporting Cards(s) from participants/authorized representatives who report attempted abuse by Vendors.

Participants/authorized representatives will not be questioned or otherwise discouraged from completing the form. The identity of the participant/authorized representative will be confidential.

The local agency will provide an Arizona WIC Program Participant Reporting Card at certification, and at each follow up visit to ensure the participant/authorized representative has two (2) cards at all times.

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##### Procedure

The participant/authorized representative will complete an Arizona WIC Program Participant Reporting Card and mail it to the State agency. The form is postage paid.

When the Vendor is not suspected of fraud, the Vendor Management Team will review the form and take action as follows:

- Copy the front/back of the Arizona WIC Program Participant Reporting Card, omitting the participant's name and ID number, if supplied;
- For the first occurrence send, by certified mail, a warning letter to the Vendor. For the second occurrence send, by certified mail, a second (stronger) warning letter to the Vendor. On the third occurrence, a Vendor Site Review will be completed within 30 calendar days. The VSR will provide, at a minimum, training to cover the reported abuse(s); and
- Place a copy of the correspondence referenced above in the Vendor and the local agency files.

**Note:** In cases of suspected Vendor initiated fraud and abuse, the Vendor will not be notified of the complaint or alerted to follow up action by the state agency.

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*Continued on next page*



## Chapter Seven

### Food Instrument Issuance and Accountability

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#### **Procedure continued**

When a participant/authorized representative elects not to document a Vendor violation in writing, the local agency may complete an Arizona WIC Program Vendor/Client Contact/Training form (WIC-15) and submit the form to the State agency. The State agency cannot follow-up on Vendor complaints unless there is written documentation.

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## Chapter Seven

### Food Instrument Issuance and Accountability

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#### Section F

#### AIM User's Manual

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The AIM User's Manual procedures will be followed for:

- Generating automated food instruments;
- Voiding food instruments;
- Correcting data inaccurately input into its system;

**Note:** Local agencies should keep their User's Manual complete and up-to-date.

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## Chapter Seven

### Food Instrument Issuance and Accountability

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#### Section G

#### Disaster Plan

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<b>Policy</b>	The State agency will be responsible for the coordination of relief efforts for WIC participants in case of natural disaster and emergencies.
<b>Procedure</b>	The State agency WIC Vendor Management Team Leader will coordinate with the State of Arizona Division of Emergency Management, Arizona Emergency Operations Center.
<b>Retail system in place</b>	<p>If the retail purchase system is in place in the disaster area, the local agency will do the following:</p> <ul style="list-style-type: none"><li>• Coordinate with volunteer agencies to secure temporary clinic sites;</li><li>• Issue automated food instruments, if available;</li><li>• Mail food instruments. (See Mailing of Food Instruments in this section.)</li></ul>
<b>Retail system not in place</b>	If the retail purchase system is not in place in the disaster area, the State agency will function in accordance with Appendix H (Mass Care) of the State of Arizona Emergency Operations Plan.

## **Chapter Seven**

### **Food Instrument Issuance and Accountability**

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#### **Appendix A: Form**

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**Do Not Use These Checks Until / /**

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**Do Not Use These Checks Until / /**

## PROXY CERTIFICATION

### ARIZONA WIC PROGRAM

I, \_\_\_\_\_  
understand that I will be allowed to accept WIC drafts and  
buy WIC authorized foods for:

\_\_\_\_\_  
Participant's Name

\_\_\_\_\_  
Participant's Name

\_\_\_\_\_  
Participant's Name

\_\_\_\_\_  
Participant's Name

\_\_\_\_\_  
Participant's Name

\_\_\_\_\_  
Participant's Name

**I also understand that I must follow all WIC rules including:**

- Shop only at WIC authorized stores
- Buy only the foods listed on the draft
- Give all foods bought to the participant
- Save the receipts for the foods bought and give them to the participant
- Use the drafts only during the dates in which they are valid.

**Finally, I understand that misuse of drafts is against the law and that  
offenders will be prosecuted.**

**The undersigned person is authorized to accept and use WIC drafts**

**FROM** \_\_\_\_\_ **TO** \_\_\_\_\_

\_\_\_\_\_  
Proxy signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of clinic staff

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name and title of clinic staff

## CERTIFICADO DE AUTORIDAD

### PROGRAMA WIC DE ARIZONA

Yo, \_\_\_\_\_  
entiendo que me será permitido aceptar los cheques de WIC y  
comprar los alimentos autorizados por WIC para:

\_\_\_\_\_  
Nombre de participante

\_\_\_\_\_  
Nombre de participante

\_\_\_\_\_  
Nombre de participante

\_\_\_\_\_  
Nombre de participante

\_\_\_\_\_  
Nombre de participante

\_\_\_\_\_  
Nombre de participante

**Además entiendo que debo seguir las reglas de WIC incluyendo:**

- Comprar solo en las tiendas autorizadas por WIC
- Comprar solo los alimentos apuntados en el cheque
- Dar todos los alimentos al participante
- Obtener los recibos de la tienda de los alimentos comprados y entregarlos al participante
- Usar los cheques solamente durante el tiempo en que son válidos

**Finalmente, comprendo que el mal uso de los cheques es contra la ley y los  
ofensores serán sujetos a la prosecución**

**La persona firmante es autorizada para aceptar y usar los cheques de WIC**

**DESDE** \_\_\_\_\_ **HASTA** \_\_\_\_\_

\_\_\_\_\_  
Firma de autorizado(a)

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Firma de personal de la clínica

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Escriba con letra de molde el título del personal de la clínica



## Arizona WIC Program Lost/Stolen Food Instrument (FI) Report

Lost/Stolen \_\_\_\_\_ (Police report) Y \_\_\_\_\_ N \_\_\_\_\_

Date Reported \_\_\_\_\_ Reported By \_\_\_\_\_

Participant's Name (Last) \_\_\_\_\_ (First) \_\_\_\_\_

Participant's ID # \_\_\_\_\_ Food Package \_\_\_\_\_ FI Type \_\_\_\_\_

FI Serial Number(s) \_\_\_\_\_ Issue Date \_\_\_\_\_

\_\_\_\_\_ Issue Date \_\_\_\_\_

\_\_\_\_\_ Issue Date \_\_\_\_\_

\_\_\_\_\_ Issue Date \_\_\_\_\_

\_\_\_\_\_ Issue Date \_\_\_\_\_

\_\_\_\_\_ Issue Date \_\_\_\_\_

Action Taken (with Participant): Verbal Warning \_\_\_\_\_

Written Warning \_\_\_\_\_

Suspension \_\_\_\_\_

Local Agency Number \_\_\_\_\_ Clinic Number \_\_\_\_\_

Comments \_\_\_\_\_

Completed By \_\_\_\_\_ Date: \_\_\_\_\_

(Signature of Clinic Staff)

\_\_\_\_\_ Date: \_\_\_\_\_

(Print Name of Clinic Staff)

Fax the completed form to the Arizona WIC Program Integrity Team at (602) 542-1890

**ARIZONA WIC PROGRAM  
VENDOR/CLIENT CONTACT/TRAINING**

**Date:** \_\_\_\_\_

**Vendor:** \_\_\_\_\_ **Vendor ID#:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Contact Person:** \_\_\_\_\_

**Reason for Contact:** \_\_\_\_\_

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**Client Name/ID#:** \_\_\_\_\_

**LA/Clinic:** \_\_\_\_\_

**Follow-up Action Taken:** \_\_\_\_\_

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\_\_\_\_\_ **Date of Action:** \_\_\_\_\_

**Printed Name of Person that Originated the Form:** \_\_\_\_\_

**Signature of Person that Took Follow-up Action:** \_\_\_\_\_



ARIZONA WIC PROGRAM  
**Participant Reporting Card**

On \_\_\_\_\_, \_\_\_\_\_ at \_\_\_\_\_: \_\_\_\_\_ am/pm  
Month/Day Year Hour

\_\_\_\_\_  
Store Name and Location

How is the store doing?

☐ People at the store “gave me a hard time”.

Explain: \_\_\_\_\_

☐ Store was out of WIC approved food(s).

Which food(s): \_\_\_\_\_

☐ Store sold me expired food(s):

Which food(s): \_\_\_\_\_

Expiration Date: \_\_\_\_\_

☐ Store did not let me use coupons with my WIC purchases.

☐ Other (please explain):

Optional:

Name and/or Description of cashier

CNW Name for follow-up

WIC Participant Name and ID Number

Participant Signature

**Information on this card is confidential. If you have any questions, please call  
1-(800)-2525-WIC and ask for the Customer Compliance Unit. Thank You.**

**ARIZONA  
WIC PROGRAM**

**ARIZONA WIC PROGRAM  
1740 W ADAMS RM 203  
PHOENIX, AZ 85007-9987**

